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Financial benchmarking surveys

The NDIA commissions an independently managed and delivered annual benchmarking survey on the operational models of disability service providers.

The survey is designed to collect information on staffing numbers, costs and profits of support providers in the NDIS.

The NDIA uses the data and market analysis from the survey to:

- assist in the development of a sustainable NDIS market that supports participant choice
- inform our role as market steward and help us to make evidence-based decisions
- increase the information available to providers to gauge performance against their peers and support their transition to a more open and competitive market.

The survey is conducted externally and the NDIA receives anonymised information from the survey provider.

Financial benchmarking survey 2022-23

In October 2022, the Minister for the NDIS announced the NDIS Review.

The review will be finalised in October 2023 and is expected to look at the design, operations and sustainability of the NDIS, including matters related to pricing.

Due to the NDIS Review and the extensive financial benchmarking work conducted by the NDIA over the last six years, the NDIS is not running the 2022-2023 financial benchmarking survey.

Disability service providers can still access financial benchmarking services from independent survey providers.

The NDIA will continue to work closely with the sector in monitoring market conditions and cost structures.

Benchmarking survey results- 2021-22

The 2021-22 financial benchmarking survey was managed by Deloitte Access Economics on behalf of the NDIA.

The survey was conducted from November 2021 to February 2022.

- Report of the Financial Benchmarking Survey for the 2021-22 financial year (DOCX 3.8MB)
- Report of the Financial Benchmarking Survey for the 2021-22 financial year (PDF 5.4MB)

Benchmarking survey results - 2020-21

The 2020-21 financial benchmarking survey was managed by Deloitte Access Economics on behalf of the NDIA. The survey was conducted from March to April 2021.

- Benchmarking survey results for 2020-21 (DOCX 6.8MB)
- Benchmarking survey results for 2020-21 (PDF 3.9MB)

Benchmarking survey results - 2019-20

Report results include all responses received before the original survey closing date of 15 March 2020 (615 providers).

This summary covers services provided in the financial year ending 30 June 2020.

- Benchmarking survey results for 2019-20 (DOCX 2.7MB)
- Benchmarking survey results for 2019-20 (PDF 2MB)

Benchmarking survey results - 2017-18

The third summary report was prepared using data from Collection 3 of the survey, which was conducted from October 2018 to April 2019.

This summary covers services provided in the financial year ending 30 June 2018.

Download a copy of the report for 2017–18 (PDF 7.6MB).

Benchmarking survey results - 2016-17

The second summary report was prepared using data from Collection 2 of the survey, which was conducted from April to August 2018.

This summary covers services provided in the financial year ending 30 June 2017.

Download a copy of the report for 2016–17 (PDF 5.6MB).

Benchmarking survey results - 2015-16

The first summary report was prepared using data from Collection 1 of the survey, which was conducted from October to December 2017.

This report covers services provided in the financial year ending 30 June 2016.

Download a copy of the report for 2015–16 (PDF 4.1MB).

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